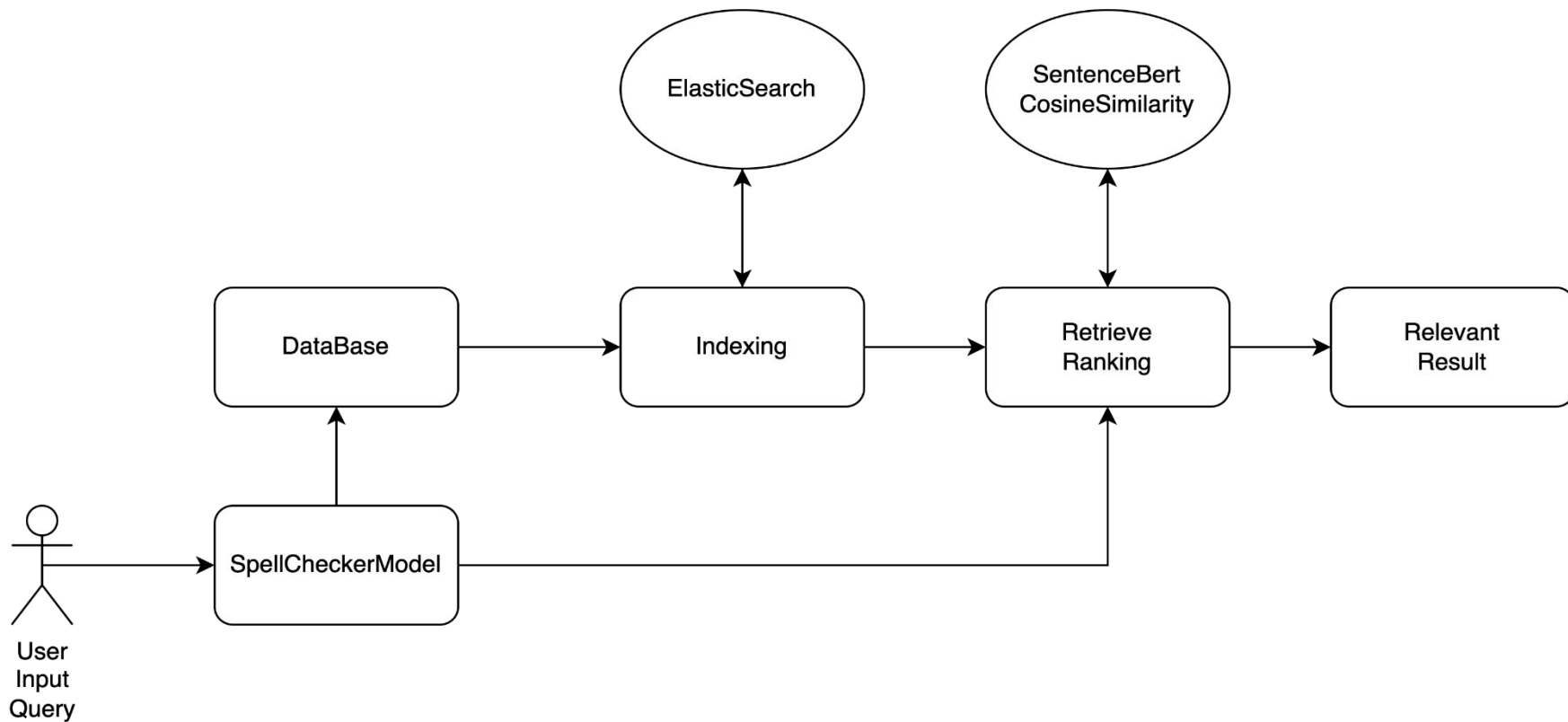# 3. Customer service - Chatbot

System Design

Algorithm, Bot Understanding, New Questions

Algorithms: ElasticSearch, BERT/USE

 Bot Understanding: NLU using NER, Intent Recognition

New Questions: By providing all the attributes the bot is handling so the user and select his/her intended area, and providing with typing space to collect feedback if it's not listed in the bots attributes.